

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: IOWA TELECOMMUNICATIONS RELAY SERVICE	DOCKET NO. RELAY IOWA 2004 REQUEST FOR PROPOSALS
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**ORDER AWARDING IOWA TELECOMMUNICATIONS
RELAY SERVICE CONTRACT**

(Issued September 22, 2004)

On May 18, 2004, the Utilities Board (Board) issued a request for proposals (RFP) to provide telecommunications relay service in Iowa after the expiration of the current contract on December 31, 2004. Proposals that were complete and compliant with the Board's RFP were received from Hamilton Telephone Company (Hamilton), MCI Communications, Inc. (MCI), and Sprint Communications Company, L.P. (collectively, the vendors).

Pursuant to its advisory duties under Iowa Code § 477C.5, the Dual Party Relay Council (Council) reviewed the proposals and met on August 31, 2004, to discuss them. The Council recommended to the Board that it award the contract to Hamilton.

The Board has reviewed the three proposals and the advice and recommendation of the Council. The three proposals are compliant with the requirements of the RFP and the Board believes that each of the vendors could

provide this important service in Iowa. However, the Board finds the Hamilton proposal to be superior. Hamilton currently uses SS7 technology for its relay platform and stated it is in compliance with the Federal Communications Commission requirement to route emergency calls made through relay service to an appropriate public safety answering point. Hamilton's outreach proposal was specific, comprehensive, and very impressive. It included hiring a full-time outreach manager for Relay Iowa with an office located in the city in Iowa of the Board's choosing. The difference in price among the proposals is insignificant when considered on a yearly basis, given the total annual amount of the contract. In addition, it appears the Board would receive a greater level of service from Hamilton than from the other two proposals for essentially the same amount of money. Given the overall quality of Hamilton's proposal, the Board finds the contract award should go to Hamilton.

The Board wishes to thank Sprint for its service in providing relay service to Iowa for many years. In addition, the Board wishes to thank MCI and Sprint for their continued interest in Iowa relay service and appreciates their efforts in preparing the fine proposals presented to the Board.

IT IS THEREFORE ORDERED:

The contract award to provide telecommunications relay service for Iowa from January 1, 2005, to December 31, 2007, with one possible additional three-year

extension, is made to Hamilton. A contract between the Board and Hamilton shall be executed at the earliest possible time.

UTILITIES BOARD

/s/ Diane Munns

/s/ Mark O. Lambert

ATTEST:

/s/ Judi K. Cooper
Executive Secretary

/s/ Elliott Smith

Dated at Des Moines, Iowa, this 22nd day of September, 2004.